

Decision _____

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Michael Ramsey,

Complainant,

vs.

Southern California Edison Company (U 338-E),

Defendant.

(ECP)

Case 15-12-008

(Filed December 3, 2015)

Michael Ramsey, Complainant.Prabha Cadambi, Southern California Edison Company,
Defendant.**DECISION DISMISSING COMPLAINT****Summary**

This decision grants Defendant's request to dismiss the Complaint filed by Michael Ramsey against Southern California Edison Company (SCE). In his Complaint, Mr. Ramsey requests that SCE read his meters once a month and bill him in a timely and accurate manner. SCE has resolved the matter by replacing the Complainant's malfunctioning meters and related equipment. SCE has provided accurate and timely bills to the Complainant, on a monthly basis, since the meters were replaced. In addition, SCE has committed to monitoring Mr. Ramsey's account for the next six months in order to ensure that his meters continue to function and that he is billed on a monthly basis in a timely and

accurate manner. Mr. Ramsey has verified that his meters are operating and being read in an accurate manner but requests to keep the Complaint open for a few months until he is ensured that his billings continue to be made on a monthly basis.

We find that SCE has responded to and resolved the issues raised in Mr. Ramsey's Complaint in a timely and appropriate manner. Defendant will be required to monitor the Complainant's account for the next six months in order to ensure that Mr. Ramsey's new meters are operating and being read properly and that he is being billed in an accurate and timely manner. Mr. Ramsey's request to keep the Complaint open is denied, and the Complaint is dismissed.

1. Complainant's Contentions

The Complainant, Michael Ramsey, has been a resident of 11 Hollister Ranch Road, Goleta, California, since September 2005. Mr. Ramsey has two meters that serve his property, one for his residence and another for his well water pump.

In his complaint filed December 3, 2015, Mr. Ramsey requests to have his meters read on a monthly basis and asserts that his current reading is not conducted consistently. Mr. Ramsey states that the meters installed on his premises are smart meters which are not fully functional in remote areas such as the location of his residence.¹

Mr. Ramsey states that he previously filed an Informal Complaint² with the California Public Utilities Commission (Commission) and subsequently

¹ Ramsey Complaint at 2.

² Informal Complaint No. 359578/SCE.

received word from Leticia Hernandez, Review Manager at SCE, that SCE identified a need to improve the communication signals from his meter. Until this improvement could take place, Mr. Ramsey was placed on the list of monthly manual meter reading schedule.³

Mr. Ramsey states that his meter was read the previous month, but he was “not on the (manual) list of meters to be read.”⁴ Mr. Ramsey also asserts that he was unsuccessful in receiving follow-up calls from SCE after assurances on the monthly meter reading were given by Ms. Hernandez.

Overall, Mr. Ramsey requests assurance of getting his meter accurately read and on having his billing statement circulated in a timely manner on a monthly basis.

2. Defendant’s Contentions

On January 6, 2016, SCE filed a Motion for an Extension of Time to Answer the Complaint. The Assigned Administrative Law Judge (ALJ) granted the motion, extending the Time to Answer to January 29, 2016. On January 26, 2016, SCE requested an additional extension. The Assigned ALJ granted a second extension until April 1, 2016.

In its Answer to Complaint, filed on April 1, 2016, SCE confirms the general substance of the facts alleged by Mr. Ramsey. SCE acknowledges that it received the Informal Complaint filed by Mr. Ramsey and indicates that it took measures to resolve the Informal Complaint, by including Mr. Ramsey’s service address on a manual meter reading route.

³ Ramsey Complaint at 2.

⁴ *Id.*

SCE attributes the cause of the concern to its replacement of Mr. Ramsey's analog meters with Edison SmartConnect (ESC) meters on October 19, 2013. SCE states that this has resulted in sporadic communication over the air due to the remote location of Mr. Ramsey's residence and the surrounding terrain that made unpredictable line of sight and radio frequency communications.⁵ As a result, SCE states that it had manually done bill reading but the procedure had resulted in occasional billing exceptions, delaying Mr. Ramsey's bills for several months.⁶

SCE states that on January 14, 2016, it performed a radio frequency assessment at Mr. Ramsey's property. SCE states that on January 27, 2016, it replaced Mr. Ramsey's existing ESC meters with Radio Under Glass (RUG) Netcom interval meters along with the corresponding cell antennas. After the installation, SCE states that its wireless telecommunications engineer verified that the RUG meter configurations for both meters were optimized for their locations, and that end-to-end two-way communication was established.⁷

Following the January 27 meter replacement, SCE states that it has received confirmation from Mr. Ramsey that he received his monthly bills, for February and March, in timely fashion.

SCE states that Mr. Ramsey has acknowledged significant progress on resolving the issues with his meters and the provision of timely bills. SCE goes on to say that Mr. Ramsey still wants to have his accounts monitored for a few

⁵ SCE Answer to Complaint at 2.

⁶ *Id.*

⁷ *Id.* at 3.

more months before closing the matter.⁸ SCE states that it has given Mr. Ramsey assurance that his account will be monitored for six months, and that Prabha Cadambi, State Regulatory Operations, will personally contact him each month to confirm receipt of his bill.⁹

SCE requests that the Commission dismiss the Complaint since the requested relief has been provided.

3. Discussion

There is currently is no factual dispute as to whether Mr. Ramsey's meters are being read on a monthly basis. SCE has asserted and Mr. Ramsey has confirmed that, by replacing the old ESC meters with the new RUG Netcom interval meters on January 27, 2016, a functional communication route was established between Mr. Ramsey's meters and SCE. Mr. Ramsey has confirmed to SCE that he has been billed accurately and in a timely manner in the two months following the meter(s) replacement.

After receipt of SCE's April 1 Answer to the Complaint, the Assigned ALJ sent an e-mail to Mr. Ramsey¹⁰ and asked him whether the issue(s) with the accurate and timely reading of his meters had been resolved. In an e-mail response to the Assigned ALJ sent the same day, Mr. Ramsey confirmed that both meters were reading correctly, but requested that his Complaint not be dismissed but be allowed to stay open for "at least a few more months," until he is ensured that SCE's billing department would send him billing statements in a

⁸ *Id.*

⁹ *Id.*

¹⁰ The e-mail was cc'd to all Parties on the proceeding service list.

timely manner.¹¹ Noting that both parties agree that the underlying concern of the Complaint is resolved, the Assigned ALJ responded that the Complaint would not remain open.¹² The Assigned ALJ specifically noted SCE's commitment to continue to monitor Mr. Ramsey's account and billing statement for six months.¹³

We conclude that there is no longer any pending matter under dispute or subject to review in the instant proceeding. In response to Mr. Ramsey's Complaint, SCE has replaced the meters on his property, ensured that they are operating properly and has confirmed that he is being billed in an accurate and timely manner. Both parties acknowledge that the meters are properly reading and that bills are being issued in a timely manner. SCE has indicated that it will continue monitoring Mr. Ramsey's account for the next six months. SCE is currently in compliance with the applicable rules, laws and tariffs pertaining to this matter. There is no basis to keep the Complaint pending for further review; therefore, Mr. Ramsey's Complaint is dismissed.

4. Assignment of Proceeding

Liane Randolph is the assigned Commissioner and W. Anthony Colbert is the assigned Administrative Law Judge in this proceeding.

¹¹ Ramsey Reply to E-mail "C1512008-SCE Answer to Complaint" (April 4, 2016).

¹² ALJ Reply to E-mail "C1512008-SCE Answer to Complaint" (April 4, 2016).

¹³ *Id.*

5. Waiver of Comment Period

Pursuant to Rule 14.7(b), the 30-day public review and comment period is not applicable in Expedited Complaint.

O R D E R

IT IS ORDERED that:

1. Mr. Ramsey's complaint against Southern California Edison Company (SCE) is dismissed.

2. SCE shall continue monitoring Complainant's account for the next six months to ensure that his bills are provided on a monthly basis in a timely and accurate manner.

3. Case 15-02-008 is closed.

This order is effective today.

Dated _____ 2016, at Sacramento, California.